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1. How Telma Processes Your Claim

1. Incident Report is submitted to Telma online at www.telmausa.com
 - a. new user must register
 - b. user can view his report and comments at any time
2. Incident number is assigned
3. Customer Support Engineering (CSE) responds to the incident report and determines:
 - a. Which repairs and checks are needed
 - b. Which parts are needed
 - c. If the incident can be claimed as a warranty
 - d. Informs the warranty administrator to process a warranty
4. Warranty Administrator:
 - a. Places order with shipping to ship parts – no charge warranty
 - b. Adds comment to the report with ship date and tracking number
 - c. User receives an email informing him that replacement parts have been shipped
5. Email notification is sent to customer when status is changed to shipped.
6. Customer submits repair invoice by fax, mail, or email for reimbursement of labor etc. to warranty administrator when repairs are completed.
7. Customer returns failed part to Telma for analysis
8. Warranty Administrator processes claim for payment within 35 days of receipt of final invoice for repair labor, etc.

2. Telma Warranty Procedure

Please follow the steps below when filing a warranty claim with Telma:

1. Submit online incident report at www.telmausa.com Click on “Telma Technical Website” / “Warranty” / “Online Incident Report”. Log in to create Incident Report, you must create a User ID if you don’t already have one. Print the Confirmation page. It must be included with the returned product.
 - An incident report should be filed as soon as possible after the failure.
 - The incident report submission date will be used to determine if the claim is within the warranty period if it is more than 30 days later than the failure date.
2. Telma will evaluate the incident, make comments, and determine what parts are needed to make repairs. Any needed replacement product will be shipped, and a tracking number will be updated in the online incident report. You may log in at any time to view updates to your incident.
3. Make repairs to the Telma system. Refer to standard repair time table for time allowed. Labor requested in addition to standard repair time will not be allowed without explanation by the repair facility and approval from Telma.
4. Fax a copy of the repair order and all additional invoices to be claimed. Number of hours and the hourly rate must be submitted with any repair order submitted. The Incident ID number must be included with any faxed information.

Telma Inc.
1245 Humbracht Circle, Suite B
Bartlett, IL 60103
FAX 847-593-3592
5. Telma Customer Support Engineering evaluates the labor and additional invoices for approval.
6. Telma issues an electronic reimbursement or check when the claim is approved and processed. (Complete and return the ACH form.)
7. Complete **TL101007 Telma Return Form** and return product to Telma. Follow the directions on the return form for shipping method. Write the Incident ID # on the outside of the box returned.

3. Travel Reimbursement and Towing

Warranty Repair Travel Reimbursement Policy and Procedure

Travel reimbursement for Telma warranty repairs is allowed.

The following policy outlines the procedure to follow if there is a warranty repair needed where travel to the customer site is needed or requested.

- 1) Travel time is allowed at 1/2 the published shop labor rate.
Travel time should not exceed 1 hour per 50 miles.
- 2) Travel miles are allowed at 35 cents per mile.
Allowed maximum travel distance without prior approval is limited to 50 miles each way.
Distance more than 50 miles each way requires prior approval from TRInc warranty.
- 3) Travel is allowed for one trip to the site to troubleshoot and repair.
One trip to troubleshoot and another to repair is not allowed.
Small parts that can be replaced on site should be brought along for immediate repair.
- 4) Repair time at the site is SRT at the published shop rate. Standard Repair Times (SRT) are available on our website at www.telmausa.com

Towing

- 1) Cost of towing is allowed and can be claimed under warranty.
- 2) Cost of towing that can be claimed is limited to a maximum of \$250.00
- 3) Invoice from the towing company must be submitted with the claim
- 4) Cost of towing is not approved for failures where the truck is not disabled due to the Telma failure
- 5) Cost of towing is allowed to be claimed only with prior written approval from TRInc warranty

4. Telma Standard Warranty Terms

Telma warrants to customers that the product shall be free from defects in materials and workmanship and will conform to applicable specifications. TRI shall, at its option, repair correct or replace any product or part thereof which is defective in workmanship of material: provided, however, that TRI is given prompt written notice of any failure (setting forth the alleged defect and pertinent delivery dates showing that the product is covered under the warranty) occurring within the lesser of a) two (2) years after the date of delivery to the first user of OEM product into which the product is installed or b) thirty (30) months from original delivery of the product. This Warranty does not cover a product or component thereof which fails, malfunctions or is damaged as a result of (i) improper installation, modification or repair, (ii) accident, abuse or improper or insufficient maintenance including deviation from approved lubricants or change intervals. In addition, this warranty does not cover normal wear and tear. This Warranty does not apply to products or components thereof not manufactured or supplied by TRI or to products or components thereof on vehicles operated outside the United States, Canada and Mexico. The warranty period for repairs or replacements is limited to the greater of 1) three (3) months or twenty-four thousand (24,000) miles, whichever shall occur first or 2) the expiration of date of the original warranty. **THE EXPRESSED WARRANTIES HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, PROMISES, AFFIRMATIONS OR REPRESENTATIONS, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE OR USE. TELMA SHALL NOT BE LIABLE FOR ANY INCIDENTAL, COLLATERAL, SPECIAL OR CONSEQUENTIAL LOSS, DAMAGE OR INJURY OF ANY NATURE INCLUDING, WITHOUT LIMITATION, SALES OR USE OF THE PRODUCTS WHETHER OR NOT OCCASIONED BY TELMA'S NEGLIGENCE OR OTHERWISE.**

4.a Telma Heavy Haul and Mining Warranty Terms

Telma warrants to customers that the product shall be free from defects in materials and workmanship and will conform to applicable specifications. TRI shall, at its option, repair correct or replace any product or part thereof which is defective in workmanship of material: provided, however, that TRI is given prompt written notice of any failure (setting forth the alleged defect and pertinent delivery dates showing that the product is covered under the warranty) occurring within the lesser of a) one (1) year after the date of delivery to the first user of OEM product into which the product is installed of b) thirty (30) months from original delivery of the product. This Warranty does not cover a product or component thereof which fails, malfunctions or is damaged as a result of (i) improper installation, modification or repair, (ii) accident, abuse or improper or insufficient maintenance including deviation from approved lubricants or change intervals. In addition, this warranty does not cover normal wear and tear. This Warranty does not apply to products of components thereof not manufactured or supplied by TRI or to products of components thereof on vehicles operated outside the United States, Canada and Mexico. The warranty period for repairs or replacements is limited to the greater of 1) one (1) month or twelve thousand (12,000) miles, whichever shall occur first or 2) the expiration of date of the original warranty. **THE EXPRESSED WARRANTIES HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES, GUARANTEES, PROMISES, AFFIRMATIONS OR REPRESENTATIONS, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE OR USE. TELMA SHALL NOT BE LIABLE FOR ANY INCIDENTAL, COLLATERAL, SPECIAL OR CONSEQUENTIAL LOSS, DAMAGE OR INJURY OF ANY NATURE INCLUDING, WITHOUT LIMITATION, SALES OR USE OF THE PRODUCTS WHETHER OR NOT OCCASIONED BY TELMA'S NEGLIGENCE OR OTHERWISE.**

5. Standard Repair Times (hours)

REPAIR DESCRIPTION	
GENERAL ELECTRICAL CHECK	1
R&R STATOR COIL	0.75
R&R HAND CONTROL SWITCH	0.5
R&R RELAY BOX	1
R&R STATOR	4
R&R CONTROL MODULE	1
R&R RELAY CONTACTS (ONE RELAY - FIXED AND MOVING)	0.5
R&R RELAY FUSE (EACH)	0.25
ADJUST RELAY CONTACT (EACH)	0.25
R&R FOOT CONTROL SWITCH	0.5
R&R AIR PRESSURE TRANSDUCER	0.25
R&R STATOR CONNECTING BLOCK	1
MECHANICAL CHECK (AIR-GAP AND END PLAY)	0.5
R&R RETARDER	3
ADJUST ROTOR AIR-GAP (EACH ROTOR)	1
ADJUST STATOR AIR-GAP (FOCAL)	1
R&R POLE SHOE PLATE	0.5
R&R BOTH ROTORS	2
R&R ONE COUPLING FLANGE	1.25
R&R BEARING HUB	3.5
R&R AF ALUMINUM PLATE (EACH)	1.5

6. Electronic Payment Form

ELECTRONIC PAYMENT USING AUTOMATED CLEARING HOUSE (ACH) SYSTEM

Supplier Code: _____

Supplier Name: _____

Supplier Address: _____

City, State, Zip _____

ACH Contact Person: _____

ACH Contact Phone/Fax #: _____

TYPE: Initial electronic funds transfer authorization ☐ (check box)
 Change electronic funds transfer authorization ☐

Supplier desires to participate in Telma, Inc. ACH program and authorizes Telma, Inc. to transfer funds electronically to the undersigned's bank account using the following current information and in accordance with the terms of the Telma, Inc. purchase order:

Bank Account #: _____

Name of Bank: _____

City, State: _____

Bank Routing & Transit # _____
(Mandatory 9 digits)

Pursuant to its ACH Program, Telma, Inc. will pay amounts owed to supplier by ACH in accordance with the terms agreed on the purchase order.

Fax completed form to:

Telma Retarder, Inc.

Attn: Liz Staniszewski

Fax: 847-593-3592

Email : lis.staniszewski@telma.com

Supplier: _____

Signature: _____

Print Name: _____

Date: _____

7. Product Return Form



1245 Humbracht Cir Ste B
Bartlett, IL 60103
Ph: 800-797-7714
Fax: 847-593-3592

TL101007

Telma Product Return Form

THIS FORM MUST BE INCLUDED AS PACKING SLIP IN ALL RETURNED PRODUCT

Shipment Information

DATE WHEN READY FOR PICKUP: _____ INCIDENT ID # _____
(From Online Incident Report)

OF PIECES: _____ WEIGHT: _____

- ✓ SHIPMENTS UNDER 50 LBS MUST BE SENT BACK VIA **UPS GROUND**
- ✓ SHIPMENTS OVER 50 LBS PLEASE CONTACT TELMA TO SCHEDULE PICK-UP
- ✓ **WRITE INCIDENT ID # IN BOLD MARKER ON OUTSIDE OF SHIPPING BOX**

HANDLING UNITS: _____ TIMES AVAILABLE FOR PICKUP (DOCK HOURS): _____

Charges may be incurred by misrepresentation weight, # of pieces or unavailability of freight for pick-up.

Returned Item Information

DATE OF FAILURE _____
(From Incident Report, if applicable)

ITEM P/N: _____ LAST 8 OF CHASSIS VIN: _____

WARRANTY?: _____ Yes _____ No RMA? Yes-RMA# _____ No: _____

NEW DEFECTIVE?: _____ Yes _____ No

- ✓ **CHASSIS VIN AND INCIDENT # ARE REQUIRED FOR WARRANTY RETURNS (EXCLUDING NEW DEFECTIVE)**

Pick-Up Location

COMPANY NAME: _____ RETURNING COMPANY IS END USER?

ADDRESS: _____ Yes _____ No _____

CITY: _____ STATE: _____ ZIP: _____

CONTACT PERSON: _____

PHONE: _____ - _____ - _____

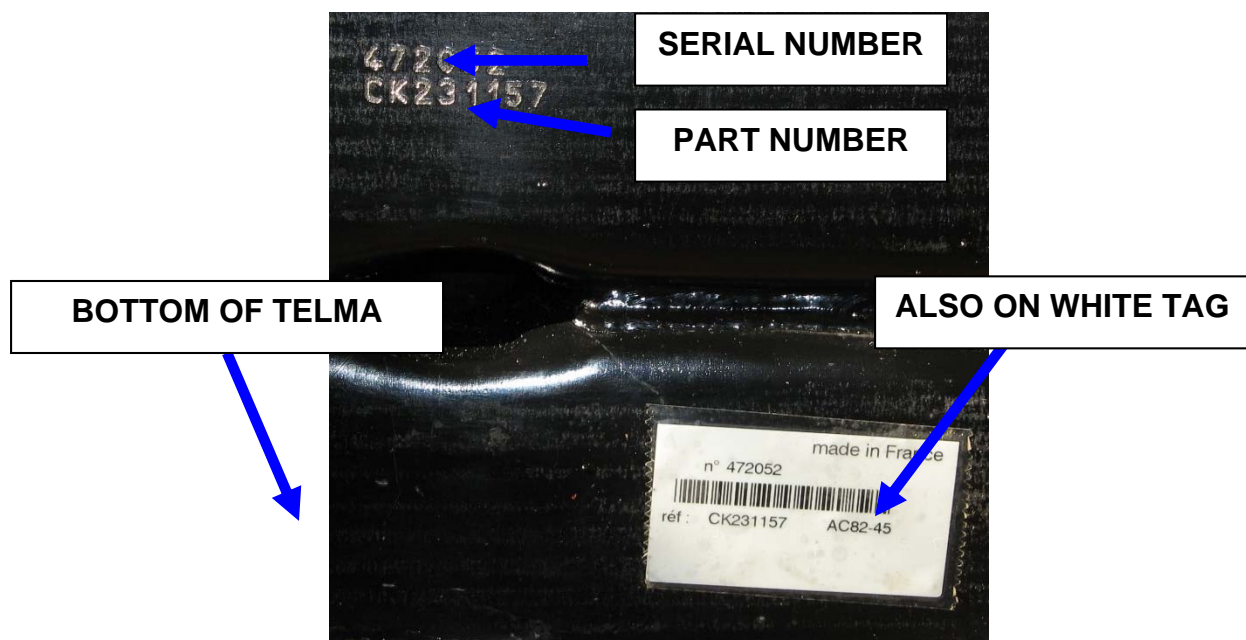
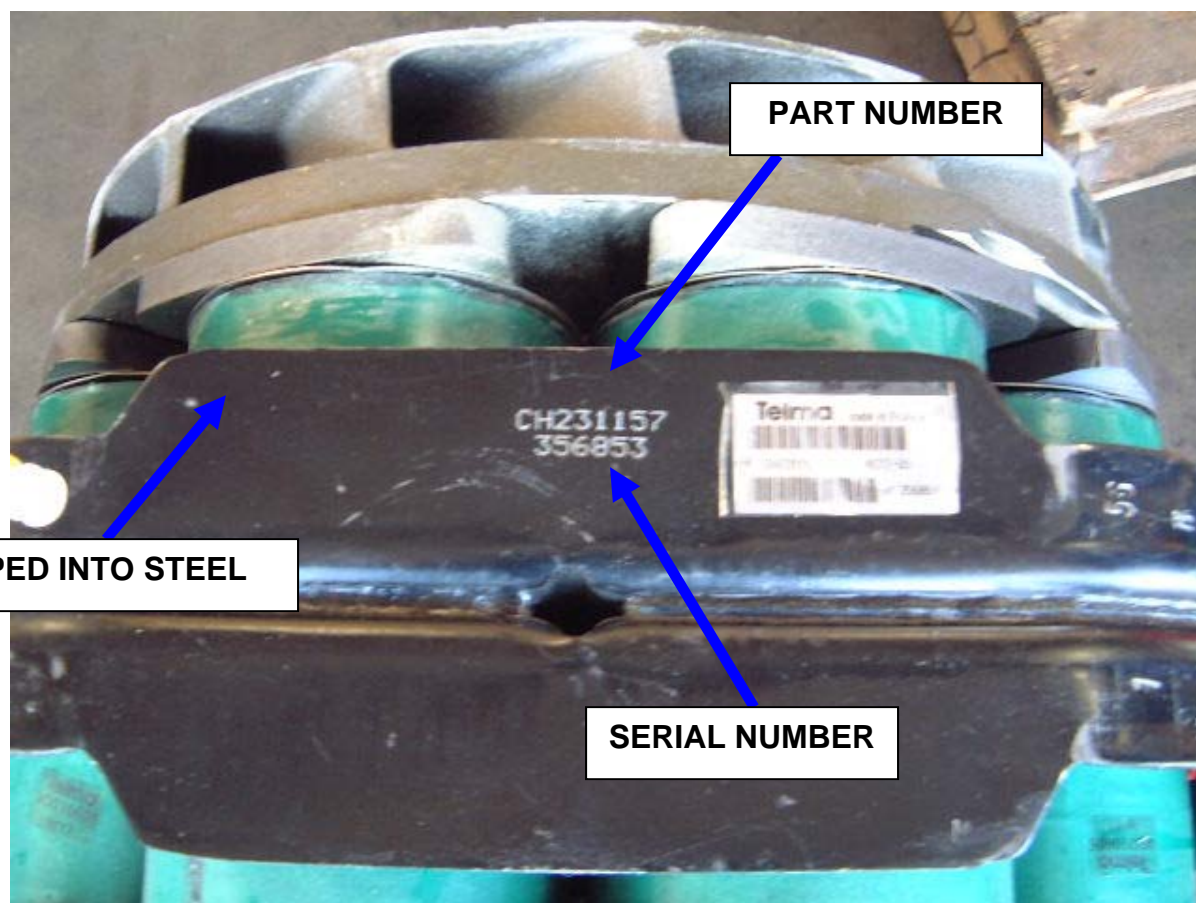
FAX: _____ - _____ - _____

EMAIL: _____

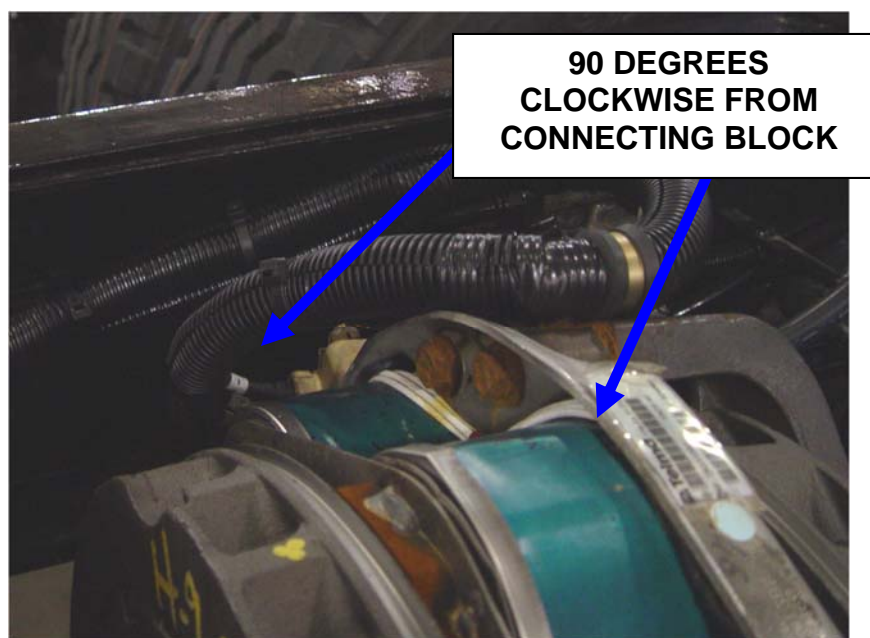
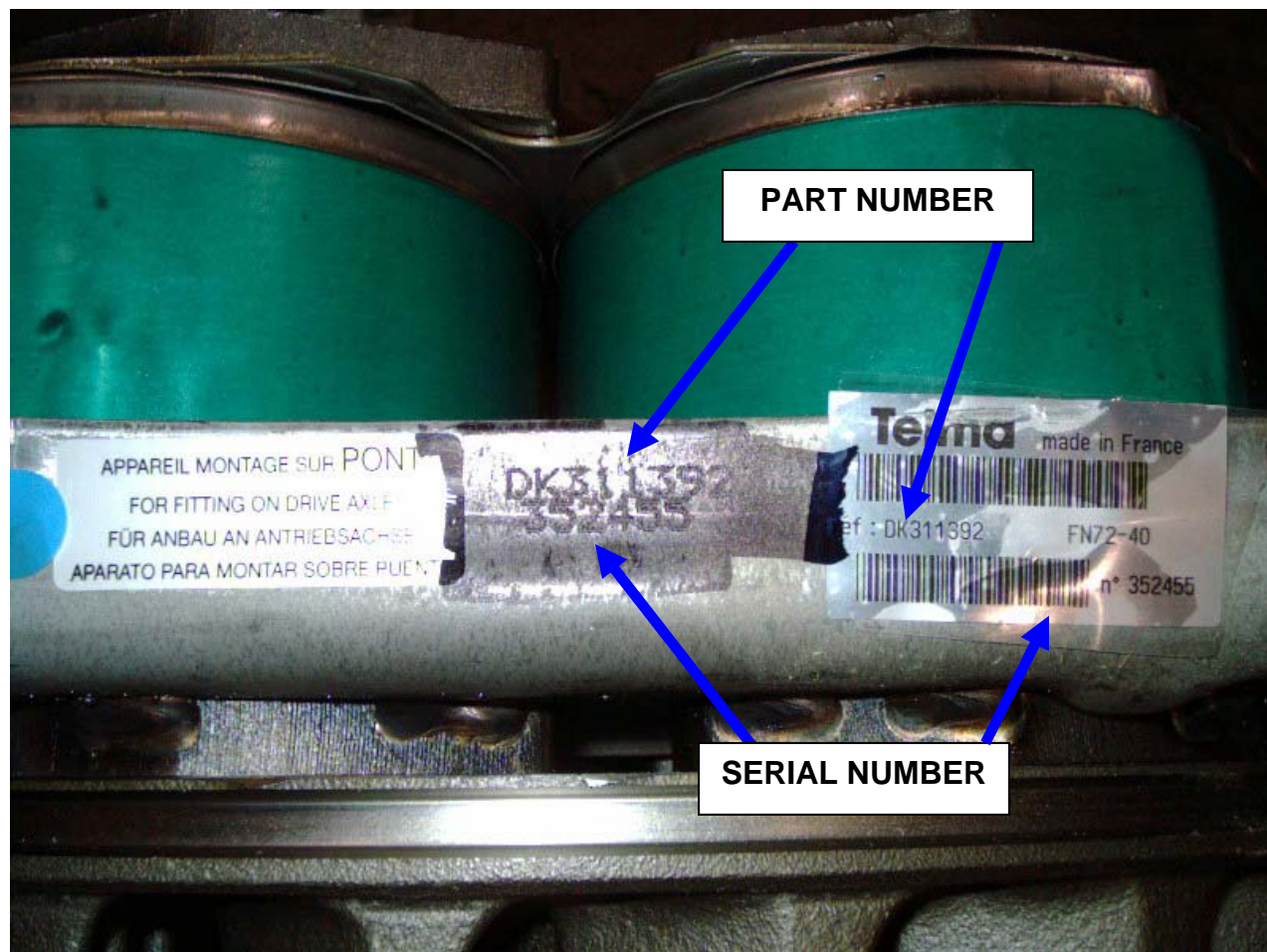
(Freight Bill Of Lading (BOL) will be sent to this E-mail address, if applicable)

TL101007 16feb16jh

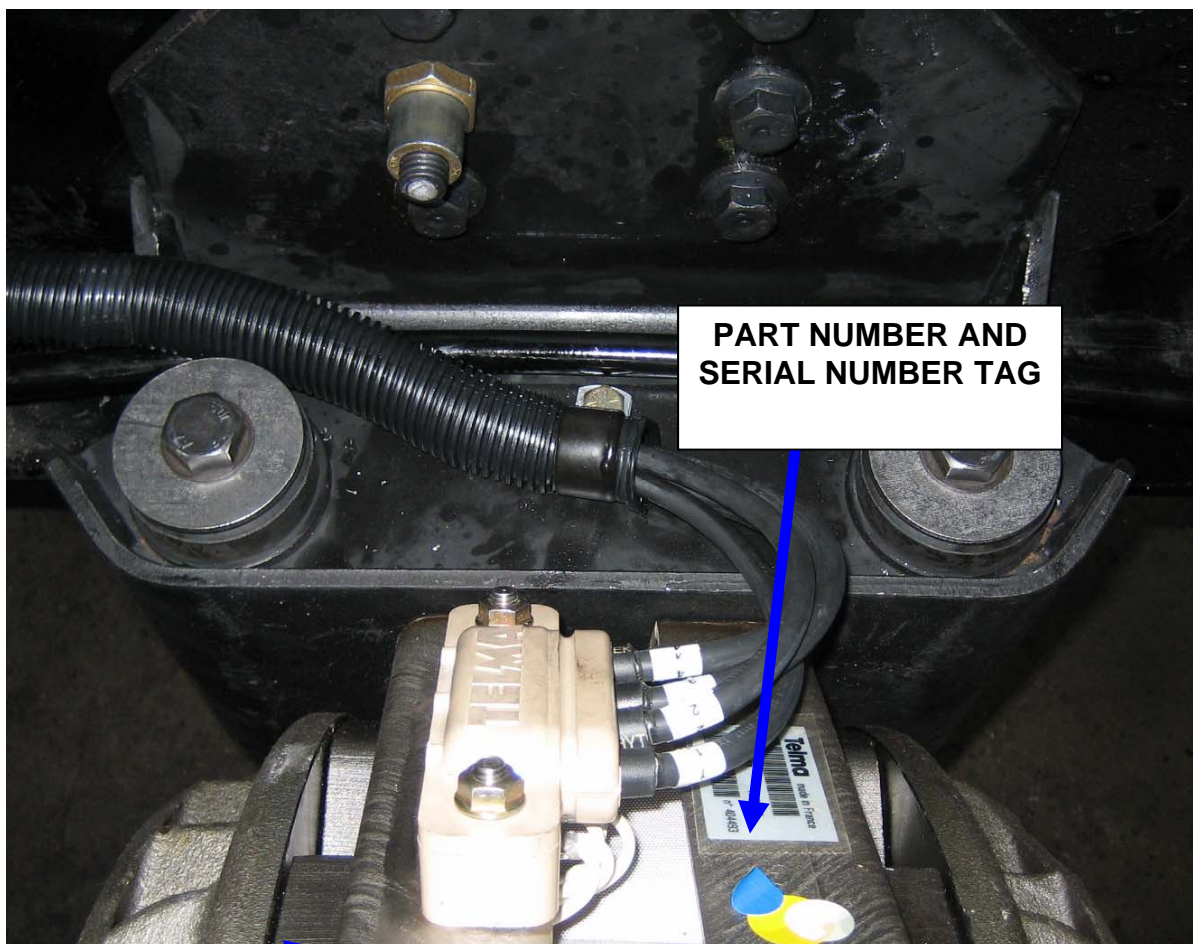
8. AC Series Part and Serial Numbers



9. Focal Part and Serial Numbers



10. AD/AF Series Part and Serial Numbers



TOP OF RETARDER

PART NUMBER AND
SERIAL NUMBER
STAMPING

